

Minutes of Board Meeting

June 27, 2013

10:00 a.m.

Present

Trummie Patrick, Chairman
Carolyn Roddy
Lynda Coker
Virginia Galloway
Jeff Wiginton
David Connell

Not Present

Anthony Heath

Present via teleconference were Kelly Gay and Todd Cowan.

Establish Quorum/Call to Order

Chairman Patrick confirmed the presence of a quorum and called the meeting to order at 10:00 a.m.

Approval of Minutes

Chairman Patrick called for a motion regarding the minutes from the May 8, 2013 board meeting. A motioned was made to approve the regular meeting minutes as presented; the motion received a second and was passed with unanimous approval by the remaining board members.

Commissioner's Report

The Commissioner began by stating that the AAMVA Region II Conference was a huge success. There were 439 attendees. There were 17 different jurisdictions represented and 38 speakers on various topics. A special thanks to Mr. Ross Potts for organizing and planning the AAMVA Conference.

DDS received several AMMVA PACE Awards at the conference. DDS initiatives that won in their respective categories included: "Secure ID Press kit", "Online CDL Medical Certification Electronic Training Plan" and "Share the Road Posters and Signs". DDS also received honorable mention awards for "GA Motorcycle Safety Program Indoor Exhibit Table" and "Web Enhancements Project".

Mr. Ted Sobel, who is the program administrator for the Real ID Act from the Department of Homeland Security, attended the conference. During the conference, DDS had the privilege of taking him to the Atlanta CSC to witness firsthand the benefits and the challenges experienced by DDS in implementing REAL ID. After the conference, Mr. Sobel visited and toured DDS Headquarters, allowing the agency to share additional information with him and to gain insight from him.

Commissioner Mikell informed the Board that DDS will be recognized by GTA at its Innovation Showcase in October. GTA will have a ceremony and an awards presentation. DDS will be recognized for the following projects: customer checklist on the web for real ID, our online wait-time, our online license status check, and our monitor driver service.

DDS anticipated an increase in volume in June, July and early August particularly with students who are out of school coming in for the written and driver's test. In anticipation of the increased volume, DDS released four new programming changes on June 1 that will benefit our examiners and our customers. First, we made the online address change. Secondly, we introduced a program called "temp to perm". Thirdly, we expanded our online services to allow customers to avoid a second visit by submitting missing residency and social security number documents through their online account in by fax or by mail. And the final thing we added on June 1st is the "Where is my License?" option on the DDS account which allows customers to track the process of their license transaction (mailed, pending, etc.).

The Commissioner stated that OPB and GTA worked with us to add \$200,000 to our budget for circuit upgrades. Twenty-two offices received upgrades from residential quality DSL lines to business T1 lines. We continue to add part-time staff. We also continue to work on the business center computers - 18 are operational in the CSC's for customer access.

DDS has also made some facility improvements at three locations (Evans, Forest Park and Savannah). We also added more of the MVN screens. We currently have 16 screens and expect 7 more to be fitted in different centers between July and August.

In order to better serve our customers, DDS continually make procedural changes that ensure faster and more accurate service. Our most recent change allows customers to use their current driver's license as a proof of residence. This change has been very successful and has created a lot of positive feedback from our examiners.

Alan Watson, our CLSR manger, gave an overview of the volume and wait time since Secure ID on the busiest day of the week (Tuesday). January - 75% within 30 minutes; May - 60% within 30 minutes; March 40% within 30 minutes; June - 50% within 30 minutes. The call center is running about 50% on service level - goal is 85% within 3 minutes.

George Theobald, who heads our Project Management Office, gave an overview of measures we are taking to reduce the number of returning customers we have in the CSC's.

Brett Young, a Compliance Analyst in the Business Standards Unit, gave an overview of the new Driver's and CDL Manual to be distributed to the centers beginning July 1st. The new manuals are much easier to use, have interactive features, and have a more professional appearance. They are a result of a new public/private project with J.F. Griffith in which advertising was used to fund the document.

We were invited to join the Governor for the signing of HB475, the Reciprocity Bill, at the Kia Plant in West Point, Georgia. The Commissioner introduced the Governor at the event. This bill allows us to enter into agreement with other countries where each side can waive the requirements for the written and driving tests for customers who have an equivalent license from their home country.

We are working on increasing security in our building by having all visitors wear yellow badges.

Petitions for Waiver

Trent Dubose – He is seeking a renewal but is only eligible for an ID at this moment. He has an undocumented childhood name change. He has a birth certificate (Waller), daughter's birth certificate, school record, DD-214, a family bible, a selective service letter, a firearms license, a bail bond certificate, and an insurance bill. Ms. McLean stated that the Department supports the approval of the waiver.

Virginia Galloway motioned to approve the waiver; Carolyn Roddy seconded the motion with unanimous approval by the remaining Board members.

Michael Floyd Epps – He is seeking an ID card as his expired in 2007. His birth certificate is not available. He has a letter from the National Personnel Records Center, a letter from Vital Check regarding their search for his South Carolina birth certificate, a DD-214 (indicating South Carolina as his birthplace, a social security card, a Veterans Administration ID, an American Legion card, school records, medical records, and a voter ID. Ms. McLean stated that the Department supports the approval of the waiver.

Virginia Galloway motioned to approve the waiver; David Connell seconded the motion with unanimous approval by the remaining Board members.

Janis Frierson – She is seeking a driver's license after moving to Georgia from California. She has an undocumented childhood name change because she assumed her stepfather's surname-Arnold. She has a birth certificate (Janis Johnson), a letter from the Social Security Administration showing her date of birth and parents' names, a social security card, and marriage license (Arnold to Frierson). Ms. McLean stated that the Department supports the approval of the waiver.

Virginia Galloway motioned to approve the waiver; David Connell seconded the motion with unanimous approval by the remaining Board members.

John Lowie – He is seeking a renewal of his driver's license. His birth certificate is not available. He has a letter from Vital Records, a letter from sister, a copy of his school records, his mother's obituary, his son's hospital birth certificate, an insurance record, a marriage license, a Medicare card, a social security card, a vehicle registration, a mortgage pay-off, a utility bill, and a letter from an attorney regarding his mother's estate.

Virginia Galloway motioned to approve the waiver; Lynda Coker seconded the motion with unanimous approval by the remaining Board members.

LaRita McFarland – She is seeking a renewal of her driver's license. Her birth certificate is not available. She has a letter from Vital Records, a GED, she has her Valdosta Tech ID cards and report card, a Medicare card and a letter, a copy of her medical records, a marriage license, a social security card, and a vehicle registration. Ms. McLean stated that the approval of this is not consistent with the Board's prior rulings because of the customer has a gap of over 30 years in documenting what name she used.

Jeff Wigington motioned to deny the request for waiver; Virginia Galloway seconded. The motion to deny the request for waiver was unanimous among the remaining Board members.

Alice Murphy – She moved to Georgia from California and is seeking a driver's license. She has an undocumented name change (born Maria Luisa Delgado, but grew up as Alice Martinez). She has a birth certificate, a marriage certificate, a social security card, her daughter's birth certificate, a CA driver's license, and a Medicare card. Ms. McLean stated that the approval would be inconsistent with how the Board has ruled in the past because the documents she provided did not provide sufficient information on her name change.

Jeff Wigington motioned to deny the request for waiver; David Connell seconded. The motion to deny the request for waiver was unanimous among the remaining Board members.

Reginald Robinson – He is seeking renewal of his driver's license. He has an undocumented name change (born Baby Clark). He has a birth certificate (issued post-adoption as Reginald Vaughns), a social security card (Robinson), a social security letter, a letter from foster parents (he assumed their surname), his vaccination record, a letter from Colorado social services describing his birth parents, an 2011 tax return, a 2012 tax return transcript, a high school diploma, bank statement and a power bill. Ms. McLean stated that the Department supports the approval of the waiver.

David Connell motioned to approve the waiver; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

Bessie Snellings – She is seeking an ID card. Her birth certificate is not available. She has a social security letter, medical records, a DFACS letter from 1965, handwritten notes from her adoptive mother, a letter from Vital Records, an Individual Support Plan, a social security card, a Medicare card, a Medicaid card, and an ID card from her group home. Ms. McLean stated that the Department supports the approval of the waiver.

Lynda Coker motioned to approve the waiver; David Connell seconded the motion with unanimous approval by the remaining Board members.

Lanny Sparks - He is seeking a CDL renewal (licensed since 1981). He has an undocumented name change (born Warren, surname from sealed adoption is Sparks). He has a birth certificate, a DD-214, a Veterans Administration ID, a social security card, a Numident, a mortgage statement, a bank statement, a defensive driving certificate, a driver's education certificate, a Highway Watch registration, a foster parent training certificate, a military certificate. Ms. McLean stated that the Department supports the approval of the waiver.

Virginia Galloway motioned to approve the waiver; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

Adjournment

There was no further business to discuss; Chairman Patrick called for a motion to adjourn.

Lynda Coker motioned to adjourn; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

Respectfully submitted,

Kelly H. Gay, Secretary